

## Mission Statement

“Our *Ambition* is to change the *Nature* which customers obtain permits; to provide *Equity* and consistency in processes and reviews; allowing unlimited *Access* to staff, and to *Progress* to “Best In Class” customer service through relationships, not regulations.”

OFFICE OF BUILDINGS

FY 2020

WORK PLAN



Department of  
**CITY PLANNING**

## PROPOSED & EXISTING SLA

Topic	Performance Measure	Notes
Route submitted project for plan review	Within 24 hours (note 1)	Clock starts after deposit is paid
Route project plans to other departments	Within 24 hours (note 1)	Clock starts after deposit is paid
Intake permit volume	To be determined; varies with complexity (note 2)	Time spent on list, to get service at counter
Respond to phone calls and e-mails	Within 24 hours	
Plan coordination	Within 48 hours (note 1)	Clock starts after all agencies approve
Assist permitting and inspection customers at counter	To be determined	QMS to measure time from assignment to service complete
Permit Tech lead QC on permit data entry	10-15% of all entries, per day	Including permit fee calcs
Response to archive document requests	To be determined (note 1). Permit Tech must immediately refer customer to process filing open records request (ORR).	GA law requires the City of Atlanta to respond in 3 days.

The following management tool/reports will be developed for manager weekly/monthly use. These will not typically be reported to the Commissioner or TAC. *Director/Assistant Director of Workstreams must regularly ensure the review of all SLA data by PM's, for accuracy & adjustments, as needed.*

### Existing

Topic	Performance Measure	Reporting Frequency
Permit volume by work stream	NA	Monthly
Construction value permitted	NA	Monthly
Express permit time	30 minutes	Monitored weekly for adjustment Reported monthly
Online permit time	60 minutes	
plan review pass rate/cycles	95% pass after two reviews	
Plan review days: residential	1st cycle: 5 days 2nd cycle: 3 days	
Plan review days: light commercial	1st cycle: 10 days 2nd cycle: 5 days	
Plan review days: commercial	1st cycle: 10 days 2nd cycle: 5 days	
fire/sprinkler plan review cycles	95% pass after two reviews	
fire/sprinkler inspections overall	95% complete in 1st two days	

## GOALS FOR FY 2020

### Communication strategy:

- Improve web communications to set customer expectations.
- Improve customer notifications about upcoming changes and events using a "Mail Chimp" or "Notify Me" type automated tool.
- Inform and educate other agencies (DPW, DWM, etc.) about OOB Work Plan to encourage buy-in.

### Inspections resource revamp:

- Increase inspection capacity with the implementation of the remote sites
- Initiate a QA/QC tool with inspection supervisors, assuring a defined % of events/month are checked.
- Supporting technology brought online. (Client Savvy, Accela advising tool and "Homeowner waiting" tool.

### Training strategy:

- At mid-year revisit filling the Code Training Coordinator position; in the interim, contract with outside vendors (ICC, NFPA, et. al.) to provide code training classes.
- Obtain a code official web training tool.
- Initiate soft skills training as outlined.
- Supporting technology brought online. (Client Savvy, Accela advising tool and "Homeowner waiting" tool.

### Other tools proposed:

- Implement a customer service "HUB."
- Complete EPR installation that includes customer involvement.
- Design and implement a "TIP like" tool, allowing direct customer permitting .
- Educate the public on effective use of the ATL-OOB web pages and how OOB permitting process works.
- Expand collaboration between Permit Techs, Plan Reviewers and Inspectors in OOB &OZD.
- Require inspector attendance at on-site preconstruction meetings for projects over 100,000sf
- Initiate regular workstream meetings among plan reviewers and inspections representatives, focusing on code interpretations and consistency of comments.

Topic	Performance Measure	Reporting Frequency
Inspections/day	TBD	Weekly, per Inspector
Plan review; plans complete/day	TBD	Weekly, per Plan Reviewer
Fire/sprinkler plan review/day	TBD	Weekly, per Plan Reviewer
Fire/sprinkler inspections/day	TBD	Weekly, per Inspector
Arborist inspections	Varies	Weekly, per Inspector